Error 63-C00D28A0 occurs when you stream video from a portable device on Xbox 360

> **Note** Xbox 360 support content is no longer being maintained. If you need more info about your Xbox 360 console, visit the Xbox forums.

You see the following error code when you try to stream a video from a portable device to your Xbox 360 console:

63-C00D28A0

This error can occur when the portable device uses the Media Transfer Protocol (MTP) and the content is protected by a digital license. You can't stream protected content to an Xbox 360 console from a portable device that uses MTP.

Solution

To work around this issue, copy the content to your Xbox 360 console. Then, again try to play the video. For information about how to copy, move, or delete content on Xbox 360, see How to copy, move, or delete saved games, profiles, and avatar items on Xbox 360.

Did this resolve the issue? Yes No

Still need help?

Request a call, chat online, and more.

Contact us

Contact times (Pacific Time)

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Monday to Friday: 6:00am-5:00pm

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Monday to Sunday: 24 hours a day

Saturday to Sunday: 6:00am-5:00pm

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